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(PATENT)

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Date: 8-19-05Signature: *Christian R. Andersen*
(Christian R. Andersen)**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Patent Application of:
Joshua Bers et al.

Application No.: 09/845,486

Confirmation No.: 2345

Filed: April 30, 2001

Art Unit: 2642

For: SYSTEMS AND METHODS FOR
PROVIDING AUDIO INFORMATION TO
SERVICE AGENTS

Examiner: H. A. Agdeppa

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT (IDS)

MS Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In accordance with 37 CFR 1.97, Applicant(s) hereby make of record the following additional documents. It is respectfully requested that the information be expressly considered during the prosecution of this application, and that the references be made of record therein and appear among the "References Cited" on any patent to issue therefrom.

This Information Disclosure Statement is filed more than three months after the U.S. filing date, OR more than three months after the date of entry of the national stage of a PCT application, AND after the mailing date of the first Office Action on the merits, whichever occurs first, but before the mailing date of a Final Office Action or Notice of Allowance (37 CFR 1.97(c)).

I hereby certify that no item of information contained in this Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application and, to my knowledge after making reasonable inquiry, no item of information contained in this Information Disclosure Statement was known to any individual designated in

Application No.: 09/845,486

Docket No.: 00-4064

37 CFR 1.56(c) more than three months prior to the filing of this Information Disclosure Statement.

Copies of the references on the PTO/SB/08 are not provided.

In accordance with 37 CFR 1.97(g), the filing of this Supplemental Information Disclosure Statement shall not be construed to mean that a search has been made or that no other material information as defined in 37 CFR 1.56(a) exists. In accordance with 37 CFR 1.97(h), the filing of this Supplemental Information Disclosure statement shall not be construed to be an admission that any patent, publication or other information referred to therein is "prior art" for this invention unless specifically designated as such.

It is submitted that the Information Disclosure Statement is in compliance with 37 CFR 1.98 and the Examiner is respectfully requested to consider the listed references.

It is believed that no fees are due for filing this Information Disclosure Statement. However, the Director is hereby authorized to charge any deficiency in the fees filed, asserted to be filed or which should have been filed herewith (or with any paper hereafter filed in this application by this firm) to our Deposit Account No. 07-2347, under Order No. 00-4064. A duplicate copy of this paper is enclosed.

Dated: August 19, 2005

Respectfully submitted,

By

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PTO/SB/92 (09-04)

Approved for use through 07/31/2008. CUSB 0851-0031
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U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (if known)			
	AA	US-5,987,118-A	11-16-1999	Robert F. Dickerman et al.	
	AB	US-6,109,410-A	08-22-2000	Craig Reding et al.	
	AC	US-6,650,748-B1	11-18-2003	Thomas J. Edwards et al.	
	AD	US-6,882,641-B1	04-19-2005	Robert L. Gallick et al.	
	AE	US-5,809,130-A	09-15-1998	Rajasekhar Ayala	
	AF	US-5,311,583	05-10-1994	Friedes et al.	

FOREIGN PATENT DOCUMENTS					
Examiner Initials*	Cite No.	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Country Code ¹ Number ² Kind Code ³ (if known)			

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NON PATENT LITERATURE DOCUMENTS					
Examiner Initials*	Cite No. ¹	Includes name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published			

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